Vila Vet CGM

Quick Start Guide

Continuous Glucose Monitoring System
For Dogs and Cats Use Only



Step Overview

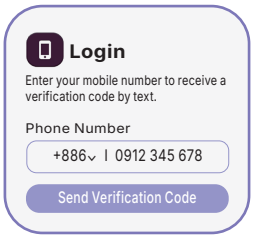
1. App Installation & Profile Setup
2. Pet CGM Application Site Preparation
3. Sensor Application & Wireless Pairing
4. Live Data Collection
5. Sensor Detachment & Disposal

App Installation & Profile Setup

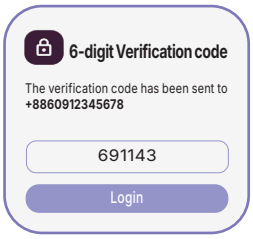
1. APP Download & Open



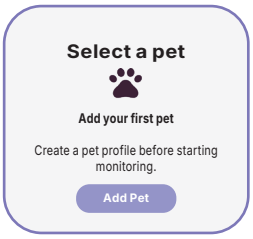
2. Login Phone Number



3. Login Verification Code



4. Create Pet Profile



5. Finish Installation



Pet CGM Application Site Preparation

1. Choose Site



2. Shave



3. 2x2 inch Area



4. Clean & Disinfect



5. Site is Ready



Sensor Application & Wireless Pairing

1. Inset Battery into Transmitter



2. Scan Transmitter QR Code



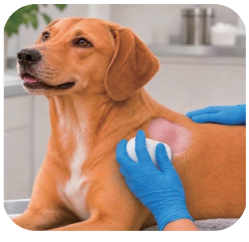
3. Scan Sensor QR Code



4. Open Applicator



5. Intended Implant Site



6. Press Down until Clicked



7. Press and Hold for 10 Seconds



8. Move Applicator Away



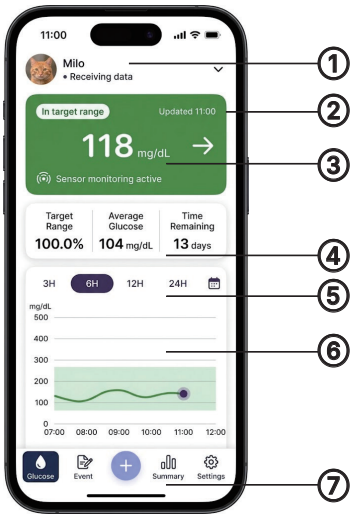
9. Transmitter and Sensor Attach



10. Use Protective Tape



Live Data Collection



① **Pet and Connection**
Pet name, reception status and pet selector.

② **Status and Update**
Range status and the latest update time.

③ **Glucose and Trend**
Current value, unit and trend arrow.

④ **Summary Cards**
Target Range, Average Glucose and Time Remaining.

⑤ **Time Controls**
Select 3H, 6H, 12H or 24H; use the calendar for dates.

⑥ **Glucose Chart**
View the curve, time axis and event markers.

⑦ **Navigation**
Glucose, Event, add record, Summary and Settings.

Sensor Detachment & Disposal

1. Tear from Edge



2. Take Out Sensor & Transmitter



Quick Troubleshooting

Issue	Possible Cause	Suggested Action
Signal Loss notification	The app has not received data from the sensor for the configured interval.	Confirm the reading device is within 6 meters of the animal, the app has not been force-closed, and Bluetooth is enabled. Try toggling Bluetooth off and on, or restart the reading device.
No alerts being received	Alerts turned off, phone in silent/Do Not Disturb mode without override enabled, or notification permissions disabled.	Check Settings → Notifications in the app, confirm “Override Do Not Disturb” is on, and verify phone-level notification and Bluetooth permissions for the app.
Sensor reading unavailable / sensor too hot or cold	Ambient or body-surface temperature at the sensor is out off operating range.	Move the animal to an environment within the operating temperature range and check again after a few minutes.
Unexpected app error	A temporary software fault.	Close the app completely and reopen it. If the problem persists, reinstall the app or contact customer service.
Reading does not match the animal’s behaviour / Inconsistent readings	The sensor may be peeling off or the adhesive may be coming loose.	Verify sensor attachment and connection to the reading device. Cross-check readings with a veterinary blood glucose meter. Confirm with a meter or veterinarian before major insulin dose changes.